



EAP Lends a Helping Hand

Although you may not always
feel appreciated,

YOU are important

YOU are important
to your job!

YOUR is important
to the
JOB County!

The County's most valuable resources
are its employees. At times each one of
us encounters personal problems which
affect the way we feel and may impact
how well we do our jobs.

Often, when problems strike, we don't
know which way to turn or where to go
for help.

That is why the County offers the EAP
to you and your dependents.

If emotional problems are getting you
down, EAP offers confidential
professional help at no cost to you.

*EAP can help you deal
with such problems as:*

- ✓ Emotional Stress
- ✓ Anxiety
- ✓ Marital/Family Discord
- ✓ Bereavement/Loss
- ✓ Alcohol & Drug Problems
- ✓ Interpersonal Problems



Employee Assistance Program

3333 Wilshire Blvd., Suite 1000

Los Angeles, CA 90010

(213) 738-4200

Please inquire regarding our satellite
offices.

<http://ceo.lacounty.gov/EAP/default.htm>

COUNTY OF LOS ANGELES
CHIEF EXECUTIVE OFFICE



EAP

Employee Assistance Program



3333 Wilshire Blvd., Suite 1000

Los Angeles, CA 90010

(213) 738-4200

Appointments At
Satellite Offices Available

County of Los Angeles

In 1981, the County of Los Angeles (County) Board of Supervisors established the Employee Assistance Program (EAP).

GOALS

- To maintain a productive and efficient County workforce
- To provide confidential counseling assistance to employees and their dependents
- To serve as a resource to supervisors regarding employee performance problems
- To aid in the reduction of workers' compensation claims
- To provide specific trainings to supervisors regarding procedures for implementing risk management policies
- To offer training to employees to enhance their personal effectiveness
- To promote effective and cohesive workplace environment

EAP offers professional consultation and referral services for a broad range of personal and job-related issues. If you need a professional to help you look at your problems from a different perspective, the EAP is here to assist you and your dependents.

EAP's services are private and confidential. EAP's records are separate from personnel records, and are not available to others. No one at work will know you called or came to see us unless you inform them. County employees may use either their personal time or "County time" during their first visit to EAP. Should the employee decide to use County time for his/her first visit, he/she must notify their supervisor prior to the appointment, and may choose not to disclose the purpose for the appointment. Please note that Civil Service Rules preclude EAP intervention in cases involving open workers' compensation stress claims.

Training Available to Departments

- Stress Management I & II
- "Manage Your Anger: Get More Out of Life"
- Effective Communication Techniques
- Effective Working Relationships
- Dealing with Difficult People
- Coping With a Crisis
- Crisis Debriefing/Grief & Loss
- New Employee Orientation
- Educational Topics
- Coping with Change/Lay-Offs/Job Transfers
- Eating Disorders
- Topical Presentations



For Managers & Supervisors Only

EAP also provides specific services to managers and supervisors regarding problems within the workplace involving one or more staff members.

EAP offers supervisory consultations to departmental representatives requesting guidance in dealing with any number of issues as related to one or several employees. These potential problems can include, but are not limited to:

- ✓ Deteriorating Performance
- ✓ Poor Attendance
- ✓ Attitudinal Changes
- ✓ Interpersonal, as well as personal problems

In addition, training is presented to managers and supervisors in the following areas:

- ✓ Department of Transportation (DOT) Rules and Regulations for Safety-Sensitive Employees
- ✓ Reasonable Suspicion/Drug-Free Workplace Policy (Web-Based)
- ✓ Troubled Employee and Threat-Management Policy